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^{*}See separate Resolved Issues document Highlighted entries will be moved to the resolved issues list January 1, 2003

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
18	For end use customer billing (dual billing situation), ACC Rules are not specific about what the utility and ESPs are obligated to show on their bills. ESP Participation Required	02/02/00	Billing			02/02/00 In many markets (CA specifically) begin and end meter reads need not be displayed on a bill. In Arizona market, utilities are required to show specific pieces of information but it's unclear if ESPs are required to follow same rules. This could apply to all revenue cycle services. 02/24/00 (ACC - Bill Rigsby) reported on ACC Rules, refer to sections R14-2-210B-2 and R14-2-1612. Verbiage states that ALL bills must contain the data elements referred to in these sections. UDCs would be required to show a generation line item on their bill (dual billing) showing a zero amount due. Additionally, ESP would be required to show a CTC charge on their portion of the bill with a zero amount due. Action: ESPs/UDCs create a proposal for short term solution which may require filing for waiver to the Rules as a short term solution. All parties to come up with possible long-term changes to the Rules. Issue for MRSPs: Begin and end reads must be printed on bill according to the Rules. So, these must be passed to the billing parties. 03/08/00 Should a Rule change be suggested as a short-term solution. It is possible to put this in a combined waiver of issues that need to be changed in the Rules. A long term solution would be actually to change the verbiage. Action: ESPs and UDCs should come prepared with their company's position in regards to filing waivers. Group will come up with proposal about how this issue should be resolved. 03/14/00 Decision to have a separate waiver filed for this issue (separate from #28,36, & 56).	1	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
						10/11/00 – October 4, 2000 Rule tweaking package approved – 1612 changed but not 210 B2. 210 B2 DOES need to be chngd. Shirley will let Barbara Keene know and wait for direction from Staff on how to handle the existing waiver. 2/21/01 Barbara Keene had advised the group at a previous meeting that the PSWG might need to submit a new waiver with documentation to support the waiver.		
30	Do we need to prioritize transactions by importance due to financial considerations and customer service (for problem resolution and cycle time of EDI 824)? Participation Required	01/27/00	Remit- tance			Example, SRP requires acknowledgement both incoming and outgoing within 24 hours. All subcommittees need to define transaction cycle time.		Open
31	Is there a need to standardize dual path or single path when handling the 820? Do we provide a remittance advice directly to ESP and payment directly to bank (dual path)? OR do both documents go directly to bank (single path)? Participation Required	01/27/00	Remit- tance			Payments go to bank and details go to provider. Since most banks are currently using VANS, sending both transactions may be costly to sending parties. 2/21/01 –TEP & SRP use a dual path, APS uses a single path. This issue will be discussed more if the future.		Open
41	Who is responsible for validating that a meter can be read after a MSP has set a new meter? "Day of Install" (Day of Removal, issue 103)	01/27/00	Meter-VEE			In CA, it's a requirement from CPUC (Rule 22), the ESP is responsible for ensuring newly installed meter can be read prior to 1 st billing by MRSP or face penalties. 02/03/00 (First Point) This is usually done at the meter install time. 04/27/00 To be addressed in the VEE sub/subgroup.	3	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	Participation Required	Оенше	Continuitee	Needed	Resulved	2/7/01 – the group clarified that this issue involves both the MSP and the MRSP 3/21/01 The group agreed that a separate Task Team is required to develop the Day of Install and Day of Removal Process covering both MSP and MRSP responsibility. The Task Team will make a recommendation on where the process will reside (i.e. VEE doc, Metering Handbook etc). The group agreed to allow the MRSP or MSP Performance Task Team (whoever finishes first) to complete the Performance Monitoring document until they are ready to look at Day of Install/Day of Removal. At that time, the MRSP Performance Task Team will be put on hold while the Day of Install/Day of Removal task Team is established to complete the process. Once this process is complete, the MRSP Performance Task Team will re-group to develop the Performance monitoring criteria around Day of Install/Day of Removal. The MSP Performance Monitoring Task Team will also incorporate into their Performance Monitoring into		
42	Will we require an 824 on all transactions (accepted or take exception to a data element). Do we only want to get an 824 when there's a problem with data? (PSWG - Policy) Participation Required	02/01/00	Remit- tance			their document. 08/22/01 APS: Not used for an 814. Does not recommend using for an 867 because no way to send back to ESP/MSP. APS recommends sending the 824 for invalid 810 and 820 data, TEP: Automatically sends verification (997) of the data currently. TEP does not recommend setting up an 824 response to the 867 or the 810 CUC: Recommends usage of an 824 for invalid 867, but not acceptance of the 867. An 824 sample from the mid-Atlantic region is available from Citizens for interested parties. SRP: Currently sends the 824 for all 867s. COOPERATIVES: Recommends not implementing or using the 824. This is an issue that requires a task team and requires ESP participation, not an issue that can be resolved at this time.		Open
47	Standardization of Billing Options (ESP and UDC consolidated billing as well as Dual billing) from all UDCs should be imple-	01/25/00	Policy			A working group of market participants should study the intent of Commission Rules and make a determination that applies to all UDCs. Terms and Conditions for credit, payments and partial payments, and other billing processes should be standardized for all UDCs. During the direct ac-	2	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority S	Status
	mented immediately to provide customer choice. Include related changes or impacts to other processes or procedures. (APSES) Participation Required					cess rulemaking process, an earlier working group discussed whether billing options should be discretionary, but no consistent position was reached. Market participants need to clarify the procedures for consistency among UDCs. In order to develop a viable direct access market, the limitations on customer choice caused by differences in billing procedures among UDCs will be removed. Customer confusion and criticism will be reduced, and ESPs will have flexibility to meet individual customer needs.		
49	Develop interim business processes that can be implemented manually, and plan mapping for both outbound (UDC to ESP) and in-bound (ESP to UDC) DASRs for the following communications. Business processes should be implemented immediately by each UDC with as much consistency as possible, and EDI mapping can be phased in. Customer Moving: - Notification of direct access customer moving to new address within the same distribution company territory without having to return to bundled service. (APSES)	01/25/00	DASR			Customers need the flexibility to contact either their ESP or UDC to implement a request, as provided by proposed business processes. The customer's choice and other information can be communicated by e-mail or fax until outbound/ in-bound DASRs are functional. Customers will not be burdened with having to make numerous phone calls to UDCs and ESPs to implement their service choice. To develop a viable direct access market, the burdens and costs caused by unnecessary switches to/from bundled service will be removed. "Customer choice" will become more of a reality.	C) Dpen
50	New Customer - Same Facility: - A new customer takes over an existing di- rect access facility, keeps same ESP and meter without returning to bun-	01/25/00	DASR			see Issue 49, Description, paragraph 1	C	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	dled service. (APSES) Participation Required							
51	Account Update – Notification of changed account information. UC and PD DASRs appear to be both in/out-bound in the Arizona DASR Handbook (APSES) Participation Required	01/25/00	DASR			see Issue 49, Description, paragraph 1		Open
52	UDCs and market participants need a clearly-defined communication process for promptly communicating and resolving problems with data, meters, or bills among ESPs, MSPs, MRSPs, and UDCs (APSES) Participation Required	01/25/00	Policy			Process should be initiated by any participant to establish communication to solve problem within a defined time frame, if possible, and, if necessary, to maintain communication until root cause analysis is complete. Standardized process should be implemented immediately by each participant and automated by all parties as soon as possible. An example of the California "MADEN" process is attached to the original change control document. Process will reduce meter and data errors that cause billing errors and delays in billing and receiving revenue. It will help provide customer satisfaction by reducing billing questions and complaints to both UDCs and ESPs. 6/20/01 Citizens presented a sample MADEN for group discussion. 9/26/01 UDCs and market participants need a clearly-defined communication process for promptly communicating and resolving problems with data, meters, or bills among ESPs, MSPs, MRSPs and UDCs. Everyone agreed that the Maden issue is important but due to lack of market participation, etc. issue will be put on hold until 2002.	3	Open
60	According to the Rules, a	02/08/00	Billing			*Refer to Issue 70	2	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	third party can be back billed up to 12 months. What will the process be for back-billing third parties? (R14-21-E3) Participation Required					05/02/01 This issue was earlier identified as a "quick hitter", one that could easily be resolved, however at this meeting the group discussed the issue and determined that this is not a quick hitter. This is a process requiring a task team with scenarios covering different billing options, what happens when a customer switches ESPs one or more times. Other questions include: What happens if the third party to bill is no longer in business? What information is placed on the bill and whom do you send the bill to?		
80	What are the security and encryption standards that will be used in transmitting data (Barry Scott). Participation Required	05/09/00	Policy			06/22/00 Priority set at 1.	1	Open
	-							
85	Granfathering totalization of meters.	07/20/00	Policy			Issue statement unclear		Open
	Participation Required					08/22/01 The issue is interpreted as the meters which were totalized prior to DA activity have the right to remain totalized when switching to DA as well as after the customer returns to SO.		
						APS: Customers can go DA and return to SO totalized.		
						TEP: Cannot discuss this issue, confidential negotiations.		
						CUC: Recommends not grandfathering totalized meter accounts, The account should be reviewed on a case-by-case basis.		
						SRP: Customers can go DA and return to SO totalized.		
						COOPERATIVES: Customers can go DA and return to SO totalized.		
						Electrical Districts: Customers can go DA and return to SO totalized.		
						The rules state you must bill each SDP separately unless the Utility has a totalized tariff or a special contract to totalize. The issue is not resolved. Will be re-visited if, and when TEP can discuss. May be resolved at a higher level.		
94	What is the timeframe for UDC to exchange the meters to return direct ac-	10/25/00	Metering			ESPs want a required timeframe for UDCs to complete the exchange and ret cust to Bundled serv. 10/11/00 New West Energy proposed a 10 working day from	2	Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	cess customers to bundled service Participation Required	оеншеа	Committee	Needeu	Resolved	the DASR requirement UDCs to review and comment at next meeting 10/25/00 The group discussed the issue and agreed to table it until Staff confirms if Standard Offer cust can own meters or not. 11/29/00 – UDC processes have been documented in the Business Rule document. Will address this issue once the market is more established.		
						4/18/01 The time frame is: if the DASR is submitted 15 days prior to the read date, the meter change will occur on the read date. If not, the meter change will occur on the next read date. As stated by rule: R14-2-1612-J This issue is deferred until the market demands this item be addressed		
99	The use of Electronic Signatures for DA transactions (House Bill 2069) Participation Required	11/15/00	Policy			11/15/00 The metering group requires a signature for the exch of the EPA form. Since metering is not the only group that this may apply to, it is passed to Policy and will be raised on 12-4-00. 2/21/01 – The group added that any request for data would also require a signature.		Open
102	Modify 867 to meet VEE rules PSWG UDC	7/13/00	Policy			07/20/00 Missing intervals and zero intervals referred to next VEE session.		Open
103	Day of Removal (Day of install issue 41) Participation Required	2/21/01	Policy			3/21/01 Need to develop a procedure to ensure that when a meter is removed that all data is captured. Develop who is responsible for posting up to what time 3/21/01 The group agreed that a separate Task Team is required to develop the Day of Install and Day of Removal Process covering both MSP and MRSP responsibility. The Task Team will make a recommendation on where the process will reside (i.e. VEE doc, Metering Handbook etc). The group agreed to allow the MRSP or MSP Performance Task Team (whoever finishes first) to complete the Performance Monitoring document until they are ready to look at Day of Install/Day of Removal. At that time, the MRSP Performance Task Team will be put on hold while the Day of		Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
		де нше д	Committee	Needed	Nesolved	Install/Day of Removal task Team is established to complete the process. Once this process is complete, the MRSP Performance Task Team will re-group to develop the Performance monitoring criteria around Day of Install/Day of Removal. The MSP Performance Monitoring Task Team will also incorporate into their Performance Monitoring into their document.		
						9/26/01 There was confusion on day of install or day of removal. TEP to reword and send questionnaire to all the market participants. Set for agenda of the 10-24-01		
						10/24/01 TEP presented it position on Issue 103 the rest will provide comments by 11/14/01 meeting		
						11/14//01 APS and TEP handed out position papers. Citizen agreed with TEP position but need 867 within 3 days. Issue on 12/5/01 meeting.		
						12/5/01 Day of Removal relating to timing requirements for posting the 867. If a company enforces a blackout window, this should not be an issue. Otherwise, a "work around" will be needed.		
104	Develop VEE rules for Non IDR	2/7/01	Policy			02/07/01 Will Require a Task Team		Open
105	Participation Required MSP/MRSPs should be allowed to subcontract for services to qualified per- sonnel, without having to make them employees of the company, as long as the certificated MSP/MRSP is still respon- sible for the work they perform.	2/7/01	Policy			02/07/01Copied from issue 56 to separate the two issues.		Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	Participation Required							
106	Develop a document showing all agreed upon billing business rules	2/07/01	Task Team			02/07/01 Refer to issue 96		Open
	PSWG UDC							
110	What is the process to ensure that all meter data is in before the account goes back to bundled service? Participation Required	2/21/01	Policy			2/21/01 (From Metering Business Rule doc.) How does UDC verify with the ESP that all the data is complete? If data is incomplete how does UDC notify ESP? (data from a previous billing cycle not final bill data). This is being referred to VEE as of 9/27/00 but left here to make sure it is covered and does not need to be part of the Bus Rule Doc.		Open
113	Do the performance standards created for MRSPs and MSPs apply to the UDCs? Participation Required	04/18/01	MSP			04/18/01 Issue raised by Janet Henry (AXON FS) at MSP meeting 09/12/01 The group discussed the issue and initial thoughts were that performance standards created for MRSPs and MSPs for direct access customer apply to UDCs. After further discussion, it was group consensus that the issue cannot be resolved until there is market participation from the MRSPs/MSPs (do they intend to monitor UDCs? Would they use the same standards?). Additionally a Non-IDR VEE standard needs to be created to complete the picture for performance monitoring. Issue will remain on the issues list until market participation is involved and a Non-IDR VEE standard is created.		Open
116	On incoming DASR – only kWh meter number is required. State DASR handbook does not accommodate totalized metered, and metered – unmetered account combinations Participation Required	05/02/01	Policy			9/26/01 On incoming DASR, only kWh meter number is required. State DASR Handbook does not accommodate totalized metered, or metered and unmetered account combinations. Pending until DASR handbook is revisited.		

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
117	If after receiving an RQ DASR and UDC is planning to disconnect for non-payment or turn off a customer AFTER the switch, what is process to notify ESP that customer will be disconnected? (PSWG – Billing) Participation Required	05/02/01	Policy	Necessa	RESURVE	05/02/01 Policy		
118	ESP Performance Monitoring is as important as MSP/MRSP performance monitoring and would like to see it addressed (Citizens). Participation Required	06/06/01	Policy					
120	Which DASR should be used for force close? (Citizens) Participation Required	06/06/01	Policy			O6/06/01 Citizens suggests using the TS DASR. O7/11/01 Stacy Aguayo (APS) indicated the utility must contact the ESP to generate the TS. This is because the customer may give the wrong address or other incorrect information to the UDC. Otherwise the UDC may accidentally terminate a customer. TEP sends a TS DASR. The ESP must make arrangements to pick up their meter. SRP: Calls the ESP to generate the Disconnect (TS) DASR. The group decided this issue, along with another review of the DASR handbook is needed; the suggestion is to form a task team to consider these issues. In the absence of a state standard, each utility may choose their method of conduct, Using the TS DASR is okay until the DASR handbook can be amended.		

#	Issue	Date Identified	Sub- Committee	Date Date Date	ate Discussion olved	Priority	Status
		Identified	Committee	Needed Res	A new issue was uncovered during the discussion: Issue128: Can the UDC accept any "rejected" DASR from an ESP?		
ļ					Pending Task Team		
121	Which DASR should be used for disconnect for non-payment situation?	06/06/01	Policy		06/06/01 Citizens suggests using the TS DASR		
	(Citizens)				07/11/01		
					TEP sends a TS DASR.		
	Participation Required				APS: did not go that far consider the actual disconnection of service, as most people pay prior to disconnect. Assume at this point that the UDC must still contact the ESP to submit the TS DASR.		
					SRP has ESP consolidated billing, so SRP would never disconnect a customer for non-pay because the ESP is responsible for payment. In the absence of a state standard, each utility may choose their method of conduct, Using the TS DASR is okay until the DASR handbook can be amended.		
122	Which DASR should be used when the ESP is decertified. (TEP)	06/06/01	Policy		Pending Task Team 7/11/01 Pending Task Team		Open
	Participation Required						
125	Will the decertification proc- ess be included in the per- formance monitoring for MSPs and MRSPs and be standard across all UDCs?	07/11/01	MRSP PM task team		07/11/01 This is regarding decertification in the UDC service territory only.		Open
	Participation Required						
127	What are the transmission related responsibilities of a UDC in the DA environment, and what ability does it have	07/11/01	Policy		07/11/01 Citizens (Ken Bagley/RW Beck) raised the issue. Group is not sure PSWG is the correct forum for this discussion. Ken and Evelyn (TEP) will discuss and determine which entity		Open

#	Issue	Date Identified	Sub- Committee	Date Needed	Date Resolved	Discussion	Priority	Status
	to set criteria relating to an ESPs energy portfolio?					may be the best group to pose the question to. 09/12/01		
	Participation Required					PSWG is keeping it open to remind participants of issues that may impact PSWG in the future.		
						12/5/01 Need to discuss this with the Utility director at a future date.		
128	Can the UDC accept any "rejected" DASR from an ESP?	07/11/01	Policy			07/11/01 Uncovered during discussion of issues 120, 121. If UDC sends a DASR with an error, can the UDC accept a response (rejected DASR) from the ESP indicating their submittal was bad?		Open
						Pending Task Team		
129	Consistency in documentation. Docketed EDI 867 in conflict with the director's protocols regarding the time stamp for MRSP.	08/01/01	Policy			08/01/01 Discussion from the group indicated there is a conflict. A document was started months ago that lists all the all changes to the 867 SRP thought someone at SRP was the document owner, and will try to locate it. The director's protocols indicate that EDI data will be in GMT time		
	PSWG UDC					and that the enveloping will be in sender's local time. The EDI 867 indicates the data will be in Mountain standard time.		
130	Need to create glossary of deregulation terms PSWG UDC	8/22/01	Policy			8/22/01 While reviewing Metering handbook, group indicated a need to create a glossary of terms to place in either the Metering Handbook and/or ACC website.		Open
133	Chapters pending in the Metering handbook will need to be done separately	10/24/01	Policy					